

**Here is a story that tells how  
a kid like you used  
9-1-1:**

Kayla was visiting her grandma after school one day. While watching her favorite show on TV, Kayla heard a loud thud. She rushed into the kitchen and found Grandma on the floor. Kayla yelled, "Grandma, are you okay?" Grandma did not answer, and Kayla was scared.

She remembered that a person can call 9-1-1 for help in emergencies. But, was this an emergency? Kayla very quickly decided that emergencies are when a person needs help fast for herself or someone else. She picked up the phone and dialed 9-1-1.

"911, what's your emergency?" the voice on the phone asked. Kayla's teeth were chattering and her knees were knocking. She was so worried about Grandma, but she said into the phone, loudly and clearly, "My grandmother fell over and is not awake. My name is Kayla, and my grandma's address is 122 South Street."

"Thank you, Kayla," said the operator. "We are sending an ambulance, but stay on the phone with me until help arrives. I will tell you when it is okay to hang up. When you see the EMTs, you can let them in to help. "Good job, Kayla. You did the right thing and used your head."

Thanks to Kayla, Grandma got the help she needed, and Kayla, by using 9-1-1 responsibly and correctly, saved the day.

## Kids Guide to 9-1-1



Office of Plymouth County  
District Attorney

**Timothy J. Cruz**

**32 Belmont Street  
P.O. Box 1665  
Brockton, MA 02303**

**Phone: 508-584-8120**

**[www.mass.gov/da/plymouth](http://www.mass.gov/da/plymouth)**



## Kids Guide to 9-1-1



**Plymouth County  
District Attorney  
Timothy J. Cruz**

**32 Belmont Street  
Brockton, MA 02301.**

**508-584-8120**



A Message from  
District Attorney  
Tim Cruz:

Our public safety officials have taken the initiative to provide our communities with life saving devices such as 9-1-1, and enhanced 9-1-1. As the top law enforcement official in Plymouth County, I not only have the responsibility of protecting our citizens, but I also have the responsibility of educating our citizens, both young and old on ways that they can better protect themselves and others.

A life saving device such as 9-1-1 is available to all households in Plymouth County. As parents, we know the significance of this important number, but surprisingly many of our children do not. In an effort to educate our children on how this important number could save their life, or the life of a family member or friend, I have developed this pamphlet. I encourage you to sit down with your children and read this brochure. Unfortunately, we cannot predict if we will ever need to use this resource, but if the situation ever does arise, we will know that our children are prepared to respond.

My best wishes to you and your family.

Sincerely,

Timothy J. Cruz  
District Attorney

## What is 9-1-1?

9-1-1 is an emergency telephone number that connects you with the police or fire department in your town. Dialing the numbers 9-1-1 on your telephone can become a life-saving device. Police, firefighters, or an ambulance will come to wherever you tell the 9-1-1 operator there is an emergency.

## When should I use 9-1-1?

9-1-1 is for *serious* situations; never treat it like a joke. The following are some examples of when it is appropriate to call 9-1-1.

- **Medical emergencies:** If someone is unconscious or seems seriously hurt in any type of accident, call 9-1-1.
- **Witnessing a crime:** Call 9-1-1 if you see a break-in, fight, or any other dangerous crime occurring.
- **Someone yells "call 9-1-1!":** Take these words seriously, especially at the scene of an accident or crime.
- **Danger:** If you are in immediate danger, or if you need help deciding how to stay safe in a scary situation, call 9-1-1.

When something unusual happens, it is natural to feel afraid. You must stay calm and use your head. The 9-1-1 operator will help you through the emergency, but you must speak clearly and listen to the operator's questions carefully.

If calling from a cell phone, Make sure to give your location.

## What information should I give?

When you call 9-1-1, the first thing to do is stay calm.

The operator will ask, "What's your emergency?" You should answer slowly and clearly tell them what is happening.

Tell the operator your name and where the emergency is occurring. Answer all of the operator's questions the best that you can.

Do not hang up until the operator says it's okay to do so.

Many times, you will talk to the operator until an ambulance or police officer arrives at the scene.

Remember to try and stay calm. Help is on its way.

